

LIBRARY ASSISTANT

DEFINITION

Under supervision, performs general and varied non-professional library work requiring basic training and aptitude; provides customer service and assists library users in the use of library facilities, technology and equipment; performs data entry and maintenance of simple library records, including library user records; and performs related duties as required. Making routine contact with the general public, volunteers and other departmental staff; handling and processing library materials and equipment; and adhering to the standards, policies and procedures of the City of Hayward and its Public Library. City of Hayward Library Assistants must demonstrate outstanding professionalism at all times, and are expected to consistently deliver excellent customer service to library users and co-workers in a diverse, fast-paced urban public library setting.

DISTINGUISHING CHARACTERISTICS

This is the entry level class of the Library Assistant series. Incumbents are expected to independently perform the full range of duties assigned. This class is distinguished from the Senior Library Assistant in that the latter is responsible for performing more specialized and technical library duties including accounts payable, acquisitions, and library system maintenance.

SUPERVISION RECEIVED

Receives general supervision from management personnel, and technical and functional supervision from the Lead Library Assistant and/or Librarian.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

Deliver excellent customer service to library users, such as: greeting library visitors at library entrances and providing them with basic directional and informational assistance; issuing library cards and collecting library fines and fees; assisting library users with their library accounts; helping library users access and utilize library materials, facilities, and self-service systems; locating books and other materials for library users and/or placing requests for library materials in the library's online catalog.

ESSENTIAL DUTIES (continued)

Respond to general questions and inquiries from the public efficiently and professionally in person, by telephone, or online; and refer advanced requests or questions to the appropriate library staff or supervisor.

Handle and sort returned books and other library materials; set aside damaged materials for mending or withdrawal; process incoming and outgoing materials efficiently and accurately, both physically and in the library's electronic systems.

Communicate clearly, professionally and effectively with library users by telephone, in person, and/or online regarding their library accounts and other general customer service needs.

Access the appropriate databases to search for and identify books and other materials through the inter-library loan system; process incoming materials for distribution to the requesting library user; respond to requests from other libraries for outgoing inter-library loans.

Search library database records and verify entries and materials status.

Assist with planning, set-up, and execution of library programs and events.

Operate a cash register, make accurate change, prepare accurate receipts and money for deposit.

Perform basic maintenance and troubleshooting on office machines (e.g., replenishing paper and toner, clearing paper jams).

Assist library users with accessing the internet, utilizing library electronic resources, and other common computing tasks.

Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Customer service best practices and techniques.

Modern office/clerical procedures, equipment, and technology.

Mathematics, English usage and spelling at 12th grade proficiency or higher.

Ability to:

Demonstrate exemplary professionalism, patience, and tact when interacting with co-workers, volunteers and general public in a diverse, busy urban public library environment.

Perform assigned tasks efficiently and accurately, paying attention to detail.

Utilize typical office technology effectively (e.g., email, internet, database systems, productivity software including Word and Excel).

Deliver consistent, excellent customer service to library users by telephone, in person, and online in a busy and diverse public library environment.

Handle multiple tasks simultaneously.

Adapt to rapid changes in the work environment (e.g., new procedures, changing technology, evolving customer needs).

Work irregular shifts, including Saturdays and evenings.

Establish and maintain effective working relationships with people and organizations contacted in the course of work, including co-workers, volunteers, and the general public.

EXPERIENCE AND EDUCATION

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Previous clerical and/or customer service experience is required. Prior experience working in a library setting is preferred. Bilingual English/Spanish language skills are highly desirable.

Education: Equivalent to the completion of the twelfth grade.

Licenses and Certificates: Special assignments require possession and maintenance of a valid California Class C Driver's License.

SPECIAL REQUIREMENTS

Essential duties require the following mental and/or physical abilities and work environment: working in an indoor environment including lifting boxes of books up to fifty (50) pounds in weight; frequent bending, kneeling, stooping, squatting; reaching over head for shelving of materials; and pushing and pulling of book carts.

SPECIAL REQUIREMENTS (continued)

Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: Six months

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AAP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt